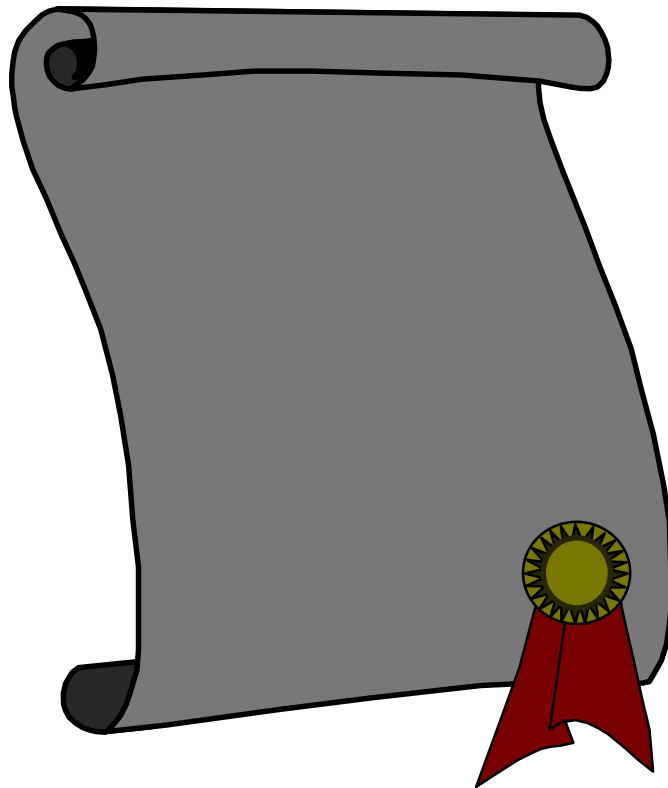


**CERTIFICATE OF
NON-AVAILABILITY
(CNA)
PROCEDURE**



CNA Procedure

Vocabulary to Know

Before beginning reading this document, become familiar with these terms and their definitions.

CNA/SNA– Certificate of Non Availability or Statement of Non Availability. These two terms are synonyms. Whenever a lodging facility is sold out and cannot accommodate a person traveling on military/government orders for the requested arrival and departure dates, the person is then allowed to go off post to a commercial hotel. In order for this person to get reimbursed by the finance office he/she needs to present a CNA number, since the government facilities are usually less expensive than a commercial hotel.

Setting up Access to CNA's

When the system is installed the agents do not have access to the required menu options for the CNA's. To allow agents access to the CNA functions do the following:

1. From the Main Menu, select Database Maintenance
2. Select Security Menu
3. Select Process Category Maintenance
 - **Category Code** - Type "CNA" and press enter.
 - **Category Code Description** - Type "CNA/SNA" and press enter
 - **Synonym** – This is the name of the code, which needs to be attached to the category. Type each one of the following codes: cna, cnalook, cnarpt , menurarm, menuarmy, menuexsv
 - **Password** - Type "N" or "Y". If a password is needed to go into that function a "Y" should be typed. If the agent login is sufficient, then a "N" should be typed.
4. Repeat until all codes have been entered

Year 2000 US Hotel Blanca Quintarilla	CATEGORY MAINTENANCE	Date: 28-JAN-2000 Time: 05:05 AM
Category Code: CNA CNA Maintenance		
Synonym	Process Description	Password Type (adding)
cna	CNA Entry	N None
cnalook	CNA Lookup	N None
cnarpt	CNA/SNA Report	N None
menurarm	Army Reports Menu	N None
menuarmy	Army Menu	N None
menuexsv	Extended Services Menu	N None

5. Press [Save]
6. Exit the Process Category Maintenance screen
7. Select Agent Maintenance

8. Pull the agent to whom the process category needs to be attached
9. Press [Quick] and select Hotel Security
10. Select the hotel attached to the agent
11. Press [Next Block] to go to the process, arrow down to the last line and type the code "CNA"
12. Press [Save]

CNA's can be created through reservations and through the army menu. A CNA should be created through reservations when the reservations agent does not know the rooms are sold out for the specific dates required. The reservations agent would start a reservation (see Reservations handout). The system notifies the agent there are no rooms available for the requested period of time; at that point do the following:

Year 2000 US Hotel		RESERVATION		Date: 28-JAN-2000	
Blanca Quintanilla				Time: 05:18 AM	
Hotel	474	Year 2000 US Hotel			
Guest Number	45560	Status	NEW	Guest Name	Mr Ford, Harrison
Arrive Date	01-28-2000	FRI		Caller Name	
Depart Date	02-07-2000			pe	T Transient Nights
Adult	Youth	Child	Rate	S	
			CNA	Our Room # ExtBk St	
			Regret		
Address 1			History -	Nights	Visits
Address 2			Group Code		Pickup
City		St	Company		Wholesale
Country		Postal	T/A		

1. Press [Clear] to exit out of the reservations)
2. A window pops up with two choices (CNA and Regret), select CNA
3. The CNA window is displayed. Fill out the required information
 - **CNA number** – This number is the number to be given to the person traveling on orders. This field should already be filled out by the system.
 - **Arrival Date** – When creating a CNA after entering the arrival date, this field should be automatically filled in by the system. Otherwise, type the desired date.
 - **Departure Date** – When creating a CNA after entering the departure date, this field should be automatically filled in by the system. Otherwise, type the desired date.
 - **Name** – When creating a CNA after entering the guest's name, this field should be automatically filled in by the system. Otherwise, type the desired name.
 - **Addr1** – This field is currently used to type what kind of non-availability is being issued. Type one of the following: Meals and quarters, Meals only, or Quarters only.
 - **Addr2** – If desired, type the guest address. This is an optional field. It is not required to complete this screen.
 - **SSN** – Type the Social Security Number of the guest. It is recommended to always fill in this field, since it can be used for searching purposes.
4. Press [Save]

1. From the Main Menu, select Extended Services
2. Select CNA/DAR Menu

CNA Procedure

3. Select CNA Maintenance and fill out the required fields

Year 2000 US Hotel Blanca Quintanilla	CNA/SNA MAINTENANCE	Date: 28-JAN-2000 Time: 05:19 AM
CNA Number	45561	
Arrival Date	01-28-2000	
Departure Date	02-07-2000	
Name	03 Taylor, Andy	
Addr1	Meals And Quarters	
Addr2		
City		
State		Postal
Country	USA	United States of America
Phone		Ext
SSN	563-65-9832	

- **CNA number** – This number is the number to be given to the person traveling on orders. This field should already be filled out by the system.
 - **Arrival Date** – When creating a CNA after entering the arrival date, this field should be automatically filled in by the system. Otherwise, type the desired date.
 - **Departure Date** – When creating a CNA after entering the departure date, this field should be automatically filled in by the system. Otherwise, type the desired date.
 - **Name** – When creating a CNA after entering the guest's name, this field should be automatically filled in by the system. Otherwise, type the desired name.
 - **Addr1** – This field is currently used to type what kind of non-availability is being issued. Type one of the following: Meals and quarters, Meals only, or Quarters only.
 - **Addr2** – If desired, type the guest address. This is an optional field. It is not required to complete this screen.
 - **City** – The city where guest lives. This is an optional field. It is not required to complete this screen.
 - **State** – The State where the guest lives. This is an optional field. It is not required to complete this screen.
 - **Postal Code** – The zip code where the guest lives. This is an optional field. It is not required to complete this screen.
 - **Country** – The country where the guest lives. This is an optional field. It is not required to complete this screen. [List Values] may be used to display all the countries.
 - **Phone** – The guest phone number. This is an optional field. It is not required to complete this screen.
 - **Extension** – The phone number extension of the guest. This is an optional field. It is not required to complete this screen.
 - **SSN** – Type the Social Security Number of the guest. It is recommended to always fill in this field, since it can be used for searching purposes.
4. Press [Save]

CNA Procedure

How to Query for an Existing CNA

A CNA can be accessed and modified through the Extended Services menu.

1. From the Main Menu, select Extended Services
2. Select CNA/DAR Menu
3. Select CNA Maintenance
4. Press [Enter Query] and fill out any information desired

Year 2000 US Hotel Blanca Quintanilla	CNA/SNA MAINTENANCE	Date: 28-JAN-2000 Time: 05:19 AM
Selection-Criteria		
Guest Name Taylor%	Arrival Date 	SSN - -
Use Soundex Search		
Name Addr1 Addr2 City State Country Phone	Postal Ext	
SSN - -		

- **Guest Name.** Type the last name of the guest. Also, a guest can be searched by first name using the following format "%, Robert%".
 - **Arrival Date.** The date the guest was supposed to arrive
 - **SSN.** The guest's Social Security Number
 - **Soundex.** Use this field when not sure of the spelling of the last name.
5. Press [Execute Query]
 6. Press [Enter] to select the record
 7. Press [Save] and [Exit] when finished reviewing the record

Printing the CNA Report

This program prints all guests who currently have a CNA.

1. From the Main Menu, select Extended Services
2. Select CNA/DAR Menu
3. Select Army Reports
4. Select CNA Report
5. After selecting the printer and pressing [Enter] through the foreground/background fill in the fields desired:
 - **CNA Number.** Use this field when one specific CNA is to be displayed. Otherwise leave it blank.
 - **SSN Number.** Use this field when any CNA's with the specific SSN is to be displayed. Otherwise leave it blank.
 - **Date Option**
 - **A** to search for CNA's from a specific arrival date.
 - **D** to search for CNA's created on a specific date.
 - **Start Date.** The cursor is placed in this field when arrival date was chosen in date option. This date must be completed.

